

MINUTES
BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE
Monday, September 9, 2013
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:00 a.m.

ROLL CALL

| | | | |
|--------------------|---------------|------------------------|---------------|
| Diana Brown | <u> </u> | Cole Runge | <u> X </u> |
| Brandon Cooper | <u> </u> | Mary Schlautman | <u> X </u> |
| Pat Finder-Stone | <u> X </u> | Julie Tetzlaff | <u> </u> |
| Chris Hasselbacher | <u> X </u> | Lisa VanDonsel | <u> X </u> |
| Kathy Hillary | <u> </u> | Derek Weyer | <u> </u> |
| George Jackson | <u> </u> | Tina Whetung | <u> X </u> |
| Debbie Johnson | <u> X </u> | John Withbroe | <u> </u> |
| Patty Kiewiz | <u> X </u> | Vacant – BC Exec. | <u> </u> |
| Barbara Natelle | <u> </u> | Vacant – BC Board | <u> </u> |
| Sandy Popp | <u> X </u> | Vacant – BC Human Svcs | <u> </u> |

OTHERS PRESENT: Devon Christianson, Lisa J. Conard, Kathy Deniel (Brown County Community Treatment Center), Tricia Drake (Brown County Community Treatment Center), Essie Fels, and Lisa Smits (Brown County Community Treatment Center).

ORDER OF BUSINESS

C. Runge welcomed Lisa VanDonsel to the TCC. L. VanDonsel takes the place of Pat Finder-Stone as the representative from the ADRC Board of Directors. C. Runge announced that the Brown County Executive appointed and the Brown County Board of Supervisors confirmed Pat Finder-Stone as a citizen member of the TCC.

1. Approval of the June 10, 2013, Transportation Coordinating Committee meeting minutes.

A motion was made by P. Kiewiz, seconded by S. Popp, to approve the June 10, 2013, Transportation Coordinating Committee meeting minutes. Motion carried.

2. Discussion of the next steps in the development of Brown County's Coordinated Public Transit-Human Services Transportation Plan.

C. Runge thanked the members of the TCC that participated in the county meeting.

L. Conard stated that the required county meeting was held on August 12. A total of 33 people participated in the meeting. BCPC staff is in the process of incorporating information gathered at the meeting and preparing the *Draft 2013 Coordinated Public Transit-Human Services Transportation Plan for Brown County*. A draft will be emailed to the members of the TCC and meeting participants on or around October 1. After a review and comment period, a final document will be submitted to WisDOT prior to the December 20 deadline.

L. Conard noted that the plan is required every fifth year. However, due to the fact that the

Section 5310 program operates on a two-year funding cycle, amendments to the plan will be necessary.

3. Update on the status of Wisconsin's Non-Emergency Medical Transportation (NEMT) Program.

C. Runge distributed a PowerPoint summary of the services provided by the state's new NEMT broker (MTM). The PowerPoint summary was developed by MTM and presented to stakeholders earlier in 2013.

S. Popp stated that the MTM service in Brown County appears to be working so far, but other areas of the state were experiencing issues. For example, call takers are pushing clients onto fixed route transit systems when it may not be the most appropriate service and trip requests have been denied due to lack of a provider available (which violates MTM's contract with the state).

The consensus of the committee was the private transportation companies Abby Vans and NEW Wheelchair are currently providing trips in Brown County. Other transportation providers may be under contract with MTM, but none were known by the committee members.

P. Kiewiz stated that many NEMT clients are being referred to the fixed route bus system by MTM. If clients cannot use the fixed route system, MTM has referred the clients to Metro's paratransit program. However, MTM staff has not made the clients aware that there is a needs-based assessment/application that must be completed and approved before the clients can use Metro's paratransit service.

L. Conard asked P. Kiewiz if Metro has seen an increase in paratransit applications as a result of MTM's client referrals.

P. Kiewiz stated no.

C. Runge asked if clients who are referred to Metro's paratransit service and are denied service because they are not approved for the paratransit program have to contact MTM again and redo the entire trip assignment process.

Committee members agreed that clients likely have to redo the trip assignment process when this occurs.

C. Runge asked why nursing home residents were not eligible for transportation services brokered by MTM.

S. Popp stated that most nursing home residents are eligible for Medicaid and therefore are not eligible for MTM's services because they would be "double dipping." The nursing homes already receive Medicaid funds for the cost of transportation directly from the state. However, the state's reimbursement rate typically does not cover the full cost of the transportation service.

P. Kiewiz stated that Green Bay Metro staff has met with MTM to discuss paratransit eligibility. MTM has purchased fixed route bus passes and Metro has allowed MTM to purchase 10 agency fare tickets (\$7.00 each) for the paratransit program.

L. VanDonsel asked about referrals to Red Cross.

T. Whetung stated the Red Cross Transportation Service is not able to transport Medicaid recipients to medical appointments but can transport them for other trip purposes.

D. Christianson stated MTM was interested in using volunteers associated with the Aging & Disability Resource Center (ADRC) to provide trips. D. Christianson stated she does not have the volunteer pool to support this effort.

L. Conard noted that any interested private-for-profit transportation company operating in the area should contact MTM for a possible partnership.

L. Conard stated she attended an informational meeting held by the Wisconsin Department of Health Services (DHS) and MTM. The meeting was held in Green Bay just prior to the implementation of the contract on August 1. At the meeting, L. Conard asked representatives if any transportation providers serving Brown County were under contract. L. Conard stated she was told yes. L. Conard stated that she requested a list of the providers be forwarded to her as she would like to invite them to the August 12, 2013, Brown County Coordinated Public Transit-Human Services Plan meeting. L. Conard stated she never received a list.

S. Popp stated that a group of human service agency staff and other interested parties is meeting with DHS and MTM staff in Stevens Point today. Service quality issues will be addressed.

S. Popp will report any information she receives to C. Runge for distribution to the TCC.

C. Runge stated that this continues to be an important issue and that he will include this topic on the TCC's next meeting agenda.

4. Update on the status of the Green Bay Urbanized Area's Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

C. Runge stated that because the Green Bay Urbanized Area population now exceeds 200,000, the Federal Section 5310 program will no longer be administered by the state. Brown County Planning Commission and Green Bay Metro will cooperatively manage the program, and a program management plan was developed by Brown County Planning Commission staff and approved by the Brown County Planning Commission Board of Directors and Green Bay Transit Commission. This plan identifies the TCC as the advisory committee to the Brown County Planning Commission Board of Directors for the 5310 program because many TCC members work with seniors and individuals with disabilities on a daily basis.

C. Runge noted that Red Cross vehicles have been approved through 2014 under the previous 5310 program funding cycle. The next funding cycle will include years 2014 (overlap) and 2015 with a total of approximately \$280,000 available for projects.

5. Discussion of transportation service needs of nursing home residents.

C. Runge stated that nursing home resident transportation was an issue mentioned at the August 12 Brown County Coordinated Public Transit-Human Services Plan meeting, and

services gaps were identified by meeting participants. C. Runge, with assistance from M. Schlautman, invited area nursing home representatives to the TCC meeting today to discuss these service gaps with the committee.

A motion was made by S. Popp, seconded by P. Finder-Stone, to open the floor to allow interested parties to speak. Motion carried.

Three representatives from the Brown County Community Treatment Center (CTC) introduced themselves and stated that the biggest challenge is to identify low-cost transportation for hospital discharge patients. If a CTC staff member cannot pick the client up with a staff car, a private operator must be called. Rates are typically \$35+ for a one-way trip from a local hospital to the CTC. Additional fees can be charged if the vehicle arrives and there is a delay in the discharge process.

Although MTM is not responsible for these trips and does not cover the costs, CTC staff stated that their nursing home patients have used transportation providers assigned by MTM for transportation to and from dialysis.

Discussion occurred among committee members and CTC staff about the types of trips that are eligible for Medicaid and which trips are not.

M. Schlautman distributed text from the Department of Health Services regarding Nursing Homes:

Nursing homes will now have the following options to transport residents by common carrier (effective August 1, 2013):

1. The methods allow nursing homes to bill \$10 per day per member plus \$1 a mile. Thus, one round trip of 15 miles can be billed for \$25.00. If the member needs a second trip that day, the facility can only bill mileage. We (DHS) track this through a distinct code.
2. They can contract with a transportation provider through the manager. The manager would not assume scheduling or payment duties, but provide names of local providers. If rates are more than the ones above, the home may take a loss.
3. SMV providers have separate rates when they act as common carriers, i.e. transporting members who don't qualify for SMV transport. Facilities can have members use SMV companies in this capacity and the SMV providers can bill the trip as a card service.

Both M. Schlautman and S. Popp stated they would look into this issue and report back to C. Runge. C. Runge will then distribute the information to the TCC members and CTC staff.

A motion was made by S. Popp and seconded by P. Kiewiz to return to regular business. Motion carried.

C. Runge thanked the CTC representatives for attending and sharing their insights. Staff will continue to send TCC agendas to nursing home staff (electronically).

6. Round robin discussion about paratransit service.

P. Kiewiz announced that the Oneida Tribe of Indians, which contributes approximately \$175,000 to Metro annually for fixed route and paratransit services, will end its partnership with Green Bay Metro effective November 4, 2013.

Because most of the service provided under this contract falls within the Village of Ashwaubenon, P. Kiewiz stated that she has been working with Ashwaubenon staff to develop a plan that will provide fixed route bus and paratransit service to a majority of the destinations currently served. P. Kiewiz stated that village staff has been very cooperative during this process.

L. Conard asked P. Kiewiz to confirm that the fixed route and paratransit service costs must be approved by the Village of Ashwaubenon Board of Trustees prior to implementation.

P. Kiewiz stated that was correct.

L. Conard stated that ridership studies show that many people who use the fixed route bus and paratransit services shop, work, and/or seek medical care at many of the clinics in the village.

C. Hasselbacher asked if Innovative Services would be served by Metro.

P. Kiewiz stated that route options have been developed by staff for analysis purposes. P. Kiewiz stated that the analysis is not completed but that she can speak in general terms. Innovative Services would be served by the proposed routes. In addition, paratransit services would reach to approximately Packerland Drive to the west. Fixed route and paratransit services to Oneida Bingo and Casino would be eliminated.

TCC members asked about the impact to the airport, which is currently served by paratransit but not by a fixed route bus.

L. Conard stated that paratransit origin and destination data were a factor in the development of the route proposed by Metro staff. MPO staff entered origin and destination data into a GIS system to allow for the identification of high-use locations. Over the three month study period, a total of zero paratransit trips were made to or from the airport. A total of 90 one-way trips (45 round trips) were made to and from the Onedia Casino/Radisson Hotel.

P. Finder-Stone stated that she attended a listening session hosted by Brown County Board members on September 4, 2013. A member of the public spoke in favor of expanding public transit to the entire county.

C. Runge stated that he has spoken to this gentleman regarding the level of public transit in the area. The gentleman resides in the Village of Howard and has attended many of the public forums held in the village regarding possible transit service.

L. Conard stated that at the last meeting of the TCC, members asked for information regarding the number of passengers that use the intercity bus service provided to the Green Bay area by Lamers (Madison-Green Bay) and Jefferson Lines (Milwaukee-Green Bay-Minneapolis).

L. Conard noted that Lamers provided 8,572 one-way trips with this service in 2012, and federal and state funding offset the cost of this service at an average of \$32 per trip. The base passenger rate from Green Bay to Madison is \$29. Discounts may be available to students and seniors.

Jefferson Lines provided 26,116 one-way trips in 2012 with a federal/state subsidy of approximately \$10 per trip. The base passenger rate from Green Bay to Milwaukee is \$36. Again, discounts may be available.

C. Runge thanked the TCC members for the updates.

7. Other matters.

C. Runge stated that the next meeting of the TCC will be held at 10:00 a.m. on Monday, December 16, 2013. Postponing the meeting one week will allow the ADRC to present its State 85.21 application to the TCC for the committee's approval.

8. Adjourn.

A motion was made by M. Schlautman and seconded by L. VanDonsel to adjourn. Motion carried.